



City of Cincinnati

Frequently Asked Questions POTHOLES

Currently, the City of Cincinnati has crews out assessing pothole damage on city streets and filling potholes. Priority is being given to main thoroughfares in the city. The rain and wet pavement make filling potholes challenging, and so citizens are likely to see temporary fill in larger potholes until the pavement can accept permanent fill. The City is asking for citizens to help catalog the potholes in the city by calling or emailing the location and description of the pothole.

1) What can citizens do?

The City of Cincinnati encourages citizens to report potholes, drive carefully, and we thank you for your patience as we work to repair the pothole damage caused by the recent weather.

2) How do you report a pothole?

Citizens can call in their pothole concerns to Customer Service at 591-6000 or they may email their information to customerservice.publicservices@cincinnati-oh.gov. Describe the size (width and depth), location (including cross streets, addresses, landmarks, or other identifiers) as well as in which lane the pothole is found.

3) How are potholes prioritized?

The amount of traffic on a street, the location, the size of the pothole, and whether the pothole can be filled with permanent fill are just some of the factors taken into account.

4) How long will it take to have a pothole filled?

The City is committed to providing service in as timely a manner as possible. A definite timeframe is hard to provide, as the City is constantly prioritizing potholes as they are identified.

5) Who do I contact for more information about potholes?

Individuals seeking additional information regarding potholes should contact our Customer Service Center at 591-6000.

6) Who do I call if I'm not sure if a pothole is within the City of Cincinnati?

Person should contact our Customer Service Center at 591-6000.

7) Who repairs potholes on the interstates and the entrance and exit ramps of the interstates?

The Ohio Department of Transportation (ODOT) is responsible for road maintenance on highways and ramps on and off the highways, including repairing potholes. To report a pothole to ODOT, call 933-6784.

8) What temperatures affect pothole repair?

When the temperatures fall below freezing or when there is a lot of rain, temporary repairs are done. When the temperature rises above freezing or when the pothole dries from the rain, then a permanent repair is made.

9) What if I want to submit a claim regarding pothole damage?

Call 591-6000 to report the pothole, so that it may be addressed.

Claim Procedure: Write letter, give date, location and description of what happened. Address to City Solicitor, Claims, 801 Plum St. Room 214, Cincinnati, Ohio 45202. Make sure estimate of damages and a copy of insurance showing deductible are included.

[You can request a filling of a pothole by clicking this link](#)

FACT SHEET



City of Cincinnati

Date: January 6, 2005

CITY POTHOLE REPAIR UPDATE

- Currently, the city has 16 crews during the day and 6 crews overnight on 10-hour shifts.
- The City is bringing in additional equipment including tar kettles and hot boxes to keep crews supplied.
- Crews are primarily addressing main thoroughfares –those main roads in the city that are most traveled and are likely to have the most potholes. We also have crews in the neighborhoods.
- The City is asking citizens to report potholes on residential streets and on the main roads. The City has two ways to report potholes: our customer service number at 591-6000 or our website at www.cincinnati-oh.gov, where you can submit information.
 - Describe the size (width and depth), location (including cross streets, addresses, landmarks, or other identifiers) as well as in which lane the pothole is found.
- The City is asking people to drive carefully as more potholes are forming everyday.
- Since Sunday, January 2 the City has had 285 reports of locations of potholes, with some locations having numerous potholes to fill.
- The City has filled nearly 800 potholes between Friday, December 31 and 7 a.m. today –the majority of which are on main roads. During 2004, the City filled 32,600 potholes.
- There are crews throughout the city responding to potholes from a prioritized list based on such things as size, location, amount of traffic on the street, and whether we can fill it with permanent or temporary fill.
- Average time to fill a pothole the size of dinner plate is 30 minutes in work time and drive time for each general location. A location may have multiple potholes that need addressing.
- Because of the rainfall, the City has been using temporary fill in potholes and it can come loose, but we will come back and put in permanent fill after the rain and precipitation has cleared.
- Permanent fill is used when the potholes is dry so there is a more positive and permanent bond.
- Temporary fill is used when we have rain or precipitation, like we have had for the past several days, and you can't get a clean seal. Again, the rain is preventing us from putting in permanent fill, so drivers will see temporary fill that can come loose. We will get back to those locations with permanent fill.
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